Chandler + Arizona
Where Values Make The Difference

City of Chandler Vendor Registration

Seller & Seller Administrator Manual

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Table of Contents

Chapter 1
Introduction

Welcome to BuySpeed Online - City of Chandler Vendor Registration System

BuySpeed Online is an Internet-enabled application that provides decentralized purchasing functionality specifically designed for government agencies. It is best viewed using Netscape Navigator 5+ and Internet Explorer 5, or later.

The BuySpeed Online seller module allows providers of commodities and services to:

- Register with an agency by filling out an online application;
- Maintain that application according to commodities and services offered; and
- View bid opportunities indexed by commodity and service

The unique services offered by BuySpeed Online accelerate routine business processes, expand buying opportunities and reduce overall costs.

Benefits of BuySpeed Online
BuySpeed Online offers numerous benefits to sellers including:

- Ease of accessibility – BuySpeed Online is available from any workstation with access to the Internet.
- Paperless notification – BuySpeed Online eliminates manual retrieval of bids.
- No time constraints – BuySpeed Online is accessible 24 hours a day seven days a week.

This manual has been created to assist you in using BuySpeed Online. If you have any questions, please contact the City of Chandler Purchasing Office at (480) 782-2400, or email at purchasing@ci.chandler.az.us

Chapter 2
Application Basics

Home Page/Control Center
BuySpeed Online was designed to put the City's information you need right at your fingertips in an easy-to-use format: when you first log in to the BuySpeed Online application, you will be greeted by name and will see a listing of:

1) City of Chandler's news and information;
2) All open bids; and
3) Bids that have closed within the last fourteen (14) days.

This is your home page within the application and it is called the **Control Center**. The sections displayed on the control center are dynamic: they are based on up-to-the-minute available data from the City and/or those items targeted to you.

For example, if there are no open bids, the Open Bids section will not appear at all on the page.

Header/Navigation Menu
The navigation menu allows you to move within the application and gives you access to open and closed bid opportunities, and account maintenance. As you travel through the application, you will always see this menu at the top of each page.

Roles
If you have multiple roles within BuySpeed Online (for example you are Seller as well as an Seller Administrator for your company), you will see role tabs in the upper-right corner of the header as indicated below. Each role within the application will have its own control center. For example, the Seller Administrator has an organization maintenance focus, while the Seller has an agency information focus. The tabs will not appear in the application if you only play one role.

My Account
The My Account link in the navigation menu allows you to keep your individual user profile current with the City. Modifying your personal login information does not change your company's general information with the City of Chandler. To maintain the overall organization information with the City, you must have the role of Seller Administrator and must use the Seller Maintenance functions.

Use the **Edit** button to update your personal information. You can change your title, contact information, as well as your login password and login security question and answer.

Advanced Search
Access the advanced search screen by clicking on the magnifying glass icon in the navigation header. The advanced search option lets you search for bids, and commodity codes.

The search criteria that displays on the screen is dynamic and depends on the type of search being executed. For example, a commodity code search will prompt you to enter a class-level commodity code, an item-level commodity code, or a keyword, while a contract search will prompt you for a line item description or NIGP commodity code.

The search page uses 'LIKE' functionality. This means that exact matches are not required and results will be returned that include any portion of the keyword or code entered. For example, if you are searching for class codes that include 00, you can enter 00 in the Class field, click on **Find It**, and see all commodity codes where 00 is included (005, 100, etc.).

The search results will appear immediately below the search box. If multiple pages of results are returned, you will see multiple pages of results showing the number of records displayed out of the total number of results returned.

If more than ten (10) pages of results are returned, you will see arrow icons to use for paging through the results.

Customer Service

The customer service screen allows you to contact a City of Chandler representative for additional information or for assistance with some of the items that are found in the BuySpeed Online application.

Select the appropriate category and enter your comments or questions in the large comment box. An email will be sent to the City's administrator, who will respond to your request.

A confirmation page will appear once you have submitted your request.

Getting Help When You Need It

You can receive help with BuySpeed Online in several ways:

- Contact the City of Chandler's Purchasing Office at (480) 782-2400;
- Use the Customer Service page within BuySpeed Online; or
- Email City of Chandler Purchasing at purchasing@ci.chandler.az.us

Chapter 3
Getting Started
Online Seller Registration

Online seller registration allows providers of commodities and services to register with the City of Chandler. Registration allows a seller to view bid opportunities.

To register with the City of Chandler, click on the **Register** button at the web site designated by the City for BuySpeed Online. A pop-up box will appear, prompting you for the Tax ID number and Name of your company. Enter the requested information and click on **Submit**.

If the Tax ID has already been registered with the City of Chandler, an error page will appear.

In addition, an email will be submitted to the Seller Administrator indicating that an attempt was made to register the company again. If the Tax ID and Company Name do not already exist with the City of Chandler, a new registration screen will appear with your company name and tax ID number.

The first section of the online seller registration process requests general information about your company.

At any time during the registration process, you can click on the ? icon for assistance in completing each registration form.

Required fields are identified by an asterisk. You must enter these fields at a minimum in order to continue with the registration process. Fields without an asterisk are optional entry fields. You may enter data for these items, but it is not required. Use the Tab key to advance to the next field, or click in the field with the left mouse button.

Company Name: Enter the name of your company. This is a required field.

Mailing Address: Enter the general address of your company. This will be the default mailing address for your company.

You may change this address at any time. Address line 1 is a required field. Line 2, Line 3 and Line 4 are not required fields.

City: Enter the city of your company. This is a required field.

State/Province: Select the state or province of your company from the drop-down menu. If you are not a US or Canadian user please select 'NONE'. An agency representative may contact you with further details. This is a required field.

ZIP: Enter the ZIP code of your company. US customers please use either ##### or #####-#### format.

Canadian customers please use a#a-#a# format. If you are not a US or Canadian user please enter '00000'. A City of Chandler representative may contact you for further details. This is a required field.

County: Enter the county of your company. This is not required field.

Country: Enter the country of your company. This is not a required field.

Company Phone: Enter the default phone number of your company. This is a required field.

Company Email: Enter the default email address for the company in general or of the contact person for your company. This is a required field.

Company FAX: Enter the default FAX number of your company. This is not a required field.

Tax ID#: Enter the federal tax ID for your company, or your social security number if you do not have a federal tax ID number. The following are acceptable formats, ##-#######, ######### and ###-##-####. This is a required field.

State of Incorporation: If your company is incorporated, enter the state in which your company was incorporated. This may not be the state in which you are doing business. For example, some Arizona companies are incorporated in California. This is not a required field.

Year of Incorporation: If your company is incorporated, enter the year in which your company was incorporated. This is not a required field.

Business Description: Enter a general description of your company. This is not a required field.

Length of Time in Business: Enter the length of time your company has been in business. This is not a required field.

Emergency Supplier: Select 'Yes' if you choose to be designated as an emergency supplier. You will be prompted to provide additional address information upon submittal of this page. Emergency suppliers must be available 24 hours a day, 7 days a week.

Comments: Enter any additional comments or notes pertaining to your company.

The second section of the online seller registration process concerns the addition of Administrative User information. The Administrative User has the ability to maintain the organization's general information with the City and will also be able to add additional users. An organization can have more than one administrative user. However, it is not a good idea to make everyone in the organization an administrative user since this would allow him or her to modify the organization's records with the City.

Required fields are identified by an asterisk. You must enter these fields before advancing further into BuySpeed Online. Fields without an asterisk are optional entry fields. Use the Tab key to advance to the next field, or click into the field with your left mouse button.

Salutation: Choose a salutation from the drop-down box for the administrative user being entered.

First Name: Enter the first name of the administrative user. This is a required field.

Last Name: Enter the last name of the administrative user. This is a required field.

Job Title: Enter the job title of the administrative user. This is a required field.

Department: Enter the department name for the administrative user, if applicable. This is not a required field.

Phone: Enter the phone number of the administrative user. This is a required field.

Extension: Enter the phone extension of the administrative user, if applicable. This is not a required field.

Email: Enter the email address of the administrative user. This is a required field.

Login ID: Select a login ID for the administrative user. The login ID will allow you access into the system. It must be 5 - 8 characters long. This is a required field.

Password: Select a login password for the administrative user. In conjunction with the login ID, the password will allow you access into the system. This is a required field.

Login Question: This question will be asked of you in the event that you forget your password. If answered correctly, your login ID and password will be emailed to you. This is not a required field.

Login Answer: This is the answer to your login question. If answered correctly, your login ID and password will be emailed to you. This is not a required field.

Add Additional Addresses

Once the general company information and administrative user information have been entered, you can add additional addresses or continue registration. The address from the Company Information section will be added as your default mailing address. If you have a separate address for purchase orders, bids, or invoices, select the option to **Add Another Address**.
If you chose to be registered as an emergency supplier, you will be prompted to enter an emergency contact address.

Address Type: Select the type of address (emergency contact, bid mailing, PO mailing, remittance). This is a required field.

Address Name: Enter a descriptive name for the address (i.e. Corporate, Bids, POs, etc). This is a required field.

Contact Name: Enter the primary contact person for this address. This is a required field.

Line 1: Enter the first line of the street address. This is a required field. Lines 2, Line 3 and Line 4 are not required fields.

City: Enter the city for the address. This is a required field.

State/Province: Enter the state or province for the address. If you are not a US or Canadian user please select 'NONE'. A City of Chandler representative may contact you for further details. This is a required field.

ZIP: The ZIP code. US customers please use either ##### or #####-#### format. Canadian customers please use a#a-#a# format. If you are not a US or Canadian user please enter '00000'. A City of Chandler representative may contact you for further details. This is a required field.

County: The county. This is not required field.

Country: The country. This is not a required field.

Phone: The phone number associated with this address. This is a required field.

Email: The email address associated with this address. This is a required field.

Fax: The fax number associated with this address. This is not a required field.

Save & Add Another address as necessary, or **Save & Continue** with registration. After you have entered all applicable addresses, you will be prompted to select a region (if applicable for the City) when you continue with your registration.

If the City does not request that sellers register by region, only the All Regions box will be shown. If there are various regions to choose from, choose the appropriate region in which you would like to be considered for purchases. The default value is all regions. Select **Save and Continue** to continue registering with the City of Chandler.

You will be prompted to select your specific payment, shipping, and other terms, along with your company's identification by category when you continue registration.

Some categories require that you select only one option, whereas others allow you select multiple categories. If the City of Chandler has configured the options to allow only one response, you will see a list of radio buttons and should select the one option that best describes your company. If checkboxes are present, then the City of Chandler has no limitation on the number of responses and you may check all categories that apply.

Once you have entered your terms and categories, you will be prompted to identify the commodities and services that your company provides.

Searching the NIGP Code

In the specific code lookup field, type the commodity class, commodity item, or keyword that you would like to search for. For example:
Class 040 **Item** 50, 55
Keywords sheep,

Show Categories
1) In the Category listing, click on the category item code number you would like to search. The Class listing for that category is displayed.
2) In the Class listing, click on the code number of the class you would like to search. The Item listing is displayed.

Select a Commodity Code
To select a class-item commodity code, simply check the box to the left of the code to add that commodity to your registration. When you are finished, click the **Save and Add More** or **Complete Registration** button located at the bottom of the page.

Confirmation of Registration
After you have successfully registered as a seller on the site, you will receive a confirmation of your registration. It will Thank You for registering with the City of Chandler. You will also receive an email confirmation once your account has been activated.

Logging In
To log in to BuySpeed Online, enter the user name you chose during registration in the **Login ID** field and either press the Tab key or use your mouse to move the cursor to the **Password** field by clicking in the text box. Enter in your password and then click on the **Login** button.

Login Error Handling
If you make a mistake while entering in your *Login ID* or your *Password* or forget your *Password* you will be re-directed to the Error Login screen. From here you can attempt to login again by typing in the same information in the fields provided, or you can click on the **Login Question** link.

At the Login Question page, enter in the answer to your "Login Question" that was created when you registered and click on "Submit". **Note:** If you did not enter in a "Login Question" during your registration process, you will get an error when attempting to go to this page.

If you answer your login question correctly, you will automatically be emailed your password in a few minutes.

Chapter 4
Respond to Bids

View Open Bids
After logging into BuySpeed Online, bid opportunities that are within 14 days of the Bid Opening date will always appear on your Control Center under the **Open Bids** section. You can also view them by selecting the **Open Bids** option from the drop-down navigation menu.

Filter Bids By Category
When viewing open bids using the navigation menu, an intermediate screen allows you to view all open bid solicitations or filter by a specific product or service category.

The Open Bids results are then displayed. A listing for all category commodities is displayed. You can sort the results page using the column headings: **Bid #**, **Buyer**, **Description**, **Bid Opening Date**, **Pre-Bid Conference,** and **Plan Holder** information.

Select **Print Page** to print the page as is displayed on-screen, and **Cancel** to return to the login page.

Bid #: The Bid Number, also functions as a link to the bid detail page.

Buyer: The City of Chandler buyer associated with the bid.

Description: A short description of the bid.

Bid Opening Date: The date the solicitation will be due and bids no longer accepted.

Pre-Bid Conference: If there is information related to informational meetings or briefings related to the bid, it will be listed here.

Plan Holder: The plan holder column contains a link to the bid plan holder list. This list outlines the sellers who have viewed this bid document after electing to submit an acknowledgement receipt.

After reviewing the Bid Plan Holder List, select **Cancel** to return to the **Open Bids** selection list.

Open a Bid (After Registering)
To open and view a specific bid:
1) Click on the underlined bid number in the Open Bids selection list.
2) Respond to the Bid Acknowledge Receipt query that displays.
BuySpeed automatically allows you to send an acknowledgement receipt to the City of Chandler. Selecting "Yes" to the query ensures the City is aware of your interest in this Bid should they publish an addendum in the future. Selecting "No" will still allow you to view the bid details for the selected bid, but will not prompt the City to send you updates.
3) View the bid detail. When you click on the bid number link to open and view the bid detail page. Click on Bid Name link under Bid Attachment to view and print out the solicitation.

View Open Bid List Prior to Seller Login/Registration

Registered and unregistered sellers can view open bid opportunities at any time without logging into the BuySpeed Online.

The initial process for viewing a list of open bids is identical for registered and unregistered sellers:
1) Click on the **Open Bids** link located on the main login screen.
2) Choose a bid category. Both unregistered and registered sellers can view bids within a certain product or service grouping by using the Bid Category selection dropdown menu to choose a commodity group such as "Computers, Software, Supplies, and Services." To access all open bid solicitations, choose All Categories from the category dropdown.
3) Click **Go**.

The Open Bids results are then displayed. A listing for all category commodities is displayed. You can sort the results page using the column headings: **Bid #**, **Buyer**, **Description**, **Bid Opening Date**, and **Pre-Bid Conference** information. Select **Print Page** to print the page as is displayed on-screen, and **Cancel** to return to the login page.

Open a Bid (Registered Seller)

To open and view a specific bid as a registered seller:
1) Click on the underlined bid number in the Open Bids selection list.
2) Respond to the Bid Acknowledge Receipt query that displays.
BuySpeed automatically allows you to send an acknowledgement receipt to the City of Chandler. Selecting "Yes" to the query ensures the City of Chandler will automatically send you any updates and modifications to the selected bid. Selecting "No" will still allow you to view the bid details for the selected bid, but will not prompt the City to send you updates.
3) View the bid detail.

Open a Bid (Unregistered Seller)

An unregistered seller will follow a slightly different procedure to open a bid:
1) Click on the underlined bid number in the Open Bids selection list.
2) Respond to the **Acknowledge Receipt** query window asking you if you want to submit an acknowledgement receipt after submitting company information. Select **"**Yes" to continue to the registration form and submit an acknowledgement receipt. Submit "No" to bypass the receipt process and go directly to the detail for the selected bid.
3) Complete the Mini Register (company profile) form. The Mini Register information allows the City of Chandler to contact you if there are any amendments to the bid(s) that you upload.

Required fields in the mini-registration are marked with an asterisk and must be completed. Fields without an asterisk are optional entry fields. Use the Tab key to advance to the next field, or click into a field with the left mouse button.

Tax ID Number: This information is pulled in from your entry in the Federal Tax ID pop-up box.

Company Name: Enter the name of your company. This is a required field.

Mailing Address: Enter the general mailing address of your company. Address line 1 is a required field. Lines 2, 3, and 4 are not required fields.

City: Enter the city of your company. This is a required field.

State/Province: Select the state or province of your company from the dropdown menu. If you are not a US or Canadian user please select 'NONE'. A City representative may contact you with further details. This is a required field.

ZIP: Enter the ZIP code of your company. US customers please use either ##### or #####-#### format. Canadian customers please use a#a-#a# format. If you are not a US or Canadian user please enter '00000'. A City of Chandler representative may contact you for further details. This is a required field.

County: Enter the county of your company. This is not a required field.

Company Phone: Enter the telephone number of the company.

4) Select the **Continue** button after you complete the mini-registration. BuySpeed will submit your registration to the City of Chandler. Choose **Cancel** to view bid detail without submitting any company information to the City of Chandler, and to decline receiving automatic updates and bid amendments.

5) View the bid details. When you click on the bid number link to open and view the bid detail page. Click on the Bid name file under Attachments to open and print the solicitation.

View Bid Attachments

When a bid solicitation includes one or more attachments that supplement the bid detail, a **Bid Attachment** section will be displayed above the **Bid Detail** section of the bid.

View Bid Amendment

When an agency issues an amendment to a bid, the amendment will be posted in a special section of the bid solicitation window.

Chapter 5
Review Quotes
Quotes Overview

Although the Quotes tab is shown throughout the Vendor Registration system, it will not be utilized by the City of Chandler. No solicitations will be allowed to be submitted on-line. The quote feature will not be utilized. All bids will still be required to be submitted in hard copy to the Purchasing & Materials Division Office by due date and time specified on the bid document. It will be the Seller's responsibility to follow this policy. The City of Chandler will not be responsible for bids that are submitted on-line.

Chapter 6
Purchase Orders and Contracts
Purchase Order and Contracts Overview

Purchase Orders and Contracts will not be utilized by the City of Chandler. Information will not be displayed in these areas.

Chapter 7
Seller Administration

Maintenance Home Page
Seller Administrators can maintain organization information and can maintain and add users to the seller account.

Maintain Organization Information
This option allows you to maintain all of the organization's information, as registered with the City of Chandler including addresses, links, terms, categories, and commodities.

Maintain General Organization Information
This option allows you to maintain the organization's default information including name and business description.

Vendor ID: This field displays your vendor id.

Company Name*: Enter or modify the company name. This is a required field.

Tax ID#*: Enter or modify the vendor Tax ID #. This is a required field.

Incorporation Details: Use the dropdown menu to select a state and enter the year of incorporation for the current vendor.

Business Description: Enter or modify a short business description.

Length of Time in Business: Enter or modify the number of Years, Months, or Weeks the vendor has been established as a business.

Prepared Delivery Method: Use the dropdown menu to select or change the preferred delivery method for bids sent to this vendor.

Comments: Use this field to enter additional information to this vendor record.

Emergency Supplier: Select the **Yes** button to designate the vendor as an emergency supplier who can deliver with short lead times, outside of standard work hours, and in cases of disaster.

Emergency Phone*: The phone number used to reach the vendor in emergencies. *This is a required field only if the vendor is marked as an Emergency Supplier*.

Emergency Contact Name*: The contact name associated with this emergency supplier. *This is a required field only if the vendor is marked as an Emergency Supplier*.

Emergency Email*: The email address associated with this emergency supplier. *This is a required field only if the vendor is marked as an Emergency Supplier*.

Emergency Info Comment: Enter additional information about the Emergency Supplier.

Select **Save** to submit the new or modified record. Select **Cancel** to return to the previous page.

Maintain Addresses

This option allows you to maintain, add, or remove the organization's various addresses that are registered with the City of Chandler. It is a good idea to periodically check your address information to make sure that the City of Chandler has the most current information for your company on file. This ensures they will always be able to get in touch with you for bid or purchase opportunities.

To edit an existing address click on the **Edit** button which is located to the right of the address type heading for the address you wish to modify. Once you have made any necessary changes, click **Save** to submit the record. Click **Delete** to remove completely the address from your registration record.

When an address needs to be added, click the **Add Another Address** button on the Maintain Addresses window. Complete the new address information and click **Save**. An asterisk identifies required fields. Fields without an asterisk are optional entry fields. Use the Tab key to advance to the next field, or click in the field with the left mouse button.

Address Type: Select the type of address (emergency contact, bid mailing, PO mailing, remittance). This is a required field.

Address Name: Enter a descriptive name for the address (i.e. Corporate, Bids, POs, etc). This is a required field.

Contact Name: Enter the primary contact person for this address. This is a required field. Line 1 Enter the first line of the street address. This is a required field. Lines 2, Line 3 and Line 4 are not required fields.

City: Enter the city for the address. This is a required field.

State/Province: Enter the state or province for the address. If you are not a US or Canadian user please select 'NONE'. A City of Chandler representative may contact you for further details. This is a required field.

ZIP: The ZIP code. US customers please use either ##### or #####-#### format. Canadian customers please use a#a-#a# format. If you are not a US or Canadian user please enter '00000'. A City of Chandler representative may contact you for further details. This is a required field.

County: The county. This is not required field.

Country: The country. This is not a required field.

Phone: The phone number associated with this address. This is a required field.

Email: The email address associated with this address. This is a required field.

Fax: The fax number associated with this address. This is not a required field.

Maintain Regions

This option allows you to maintain, add, and remove service regions, which are maintained by the City of Chandler, from your seller record.

Select available regions by filling the corresponding check box or clicking the **All Regions** check box to select all. Click **Save**. To remove regions, uncheck the selections and click **Save**.

Maintain Commodity Codes and Services

This option allows you to maintain, by adding and removing, class-item commodity codes to your record.

View Existing / Add New Codes

Choose **Maintain Commodity Codes** to add new or modify existing codes.

To **Remove** commodity codes from your company profile, place a check in the checkbox to the left of the codes, in the **Remove** column. To add a new commodity code to your company profile, select the **Add Additional Codes** button from the Commodity Codes screen. Then use the NIGP Code Brower feature to locate commodity codes you wish to add.

View Inactive Codes

Choose **Display Inactive Commodity Codes** to open a listing of inactive commodity codes.

Maintain Terms, Categories, and Links

This option allows you to maintain, add, and remove payment and delivery terms, categories, and keywords. To maintain terms and categories either click the drop down for the field and select a new option, or click the check box or radio button to the left of the entry and click **Save**.

To maintain or add keywords and links, type the appropriate information in the Keyword and Keyword Links/URL fields and click **Save**. To remove keywords and links simply clear the fields and click **Save**.

Maintain Users

In order to make changes to a user's profile for an account, click on the **User Maintenance** command, located near the top of the BuySpeed Online menu bar. You will see a list of users for your organization and the roles they play within the application.

Edit User Information

Click on the user's last name to access the edit page that allows you to update the user information. You can use this page to reset passwords, change roles, or update departments or job titles.

You can assign roles to individual users to indicate the role they will play in the application. Users can have a role of either Seller or Seller Administrator. The Seller Administrator has all of the capabilities listed in this section, so you will want to limit this role to select users within the organization. When you are finished updating the user information, click on **Update** and you will return to the User Maintenance screen.

Add New Users

You can add new users to your seller account by clicking on the Add Users icon.

Enter information about the user as described in the previous three sections and click on **Save**.